

What is Claimed is:

1. A self-service terminal comprising:
a user interface including (i) a plurality of user interface elements, (ii) a navigation area, and (iii) a plurality of tactile guides, each tactile guide extending from the navigation area to one of the user interface elements, so that a user can locate a user interface element using a tactile guide.
2. A terminal according to claim 1, further comprising a vibration mechanism for vibrating a selected tactile guide, so that when the user interface element is to be used, a tactile guide extending from the user interface element to the navigation area is vibrated by the vibration mechanism.
3. A terminal according to claim 2, wherein the vibration mechanism vibrates the entire length of the tactile guide.
4. A terminal according to claim 1, wherein each tactile guide has an associated tactile marker indicating the user interface element to which the tactile guide extends.
5. An automated teller machine (ATM) comprising:
an ATM/customer interface including (i) a plurality of ATM customer interface elements, (ii) a navigation area, and (iii) a plurality of tactile guides, each tactile guide extending from the navigation area to one of the ATM customer interface elements, so that an ATM customer user can locate an ATM customer interface element using a tactile guide.

6. An ATM according to claim 5, further comprising a vibration mechanism for vibrating a selected tactile guide, so that when the ATM customer interface element is to be used, a tactile guide extending from the ATM customer interface element to the navigation area is vibrated by the vibration mechanism.

7. An ATM according to claim 6, wherein the vibration mechanism vibrates the entire length of the tactile guide.

8. An ATM according to claim 5, wherein each tactile guide has an associated tactile marker indicating the ATM customer interface element to which the tactile guide extends.

9. A method of leading a user through a transaction at a self-service terminal including a user interface having a plurality of user interface elements, wherein the transaction involves using the elements in a predetermined sequence, the method comprising the steps of:

- (i) identifying which user interface element the user has to interact with to conform to the predetermined sequence;
- (ii) identifying a tactile guide extending from a navigation area to the identified user interface element;
- (iii) vibrating the identified tactile guide to assist the user in locating the user interface element;
- (iv) detecting when the user has completed an interaction at the user interface element; and
- (v) repeating steps (i) to (iv) until the transaction has been completed.

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(i) identifying which ATM customer interface element of the plurality of ATM customer interface elements the ATM customer has to interact with to conform to the predetermined sequence;

(iii) vibrating the identified tactile guide to assist the ATM customer in locating the ATM customer interface element.

11. A method according to claim 10, further comprising the steps of:

- (iv) detecting when the ATM customer has completed an interaction at the ATM customer interface element; and
- (v) repeating steps (i) to (iv) until the ATM transaction has been completed.

12. A self-service terminal system comprising:
a network;
a host; and
a plurality of self-service terminals connected to the network to the host, each of the terminals including a user interface including a navigation area and a plurality of tactile guides, each tactile guide extending from the navigation area to one of the user interface elements, so that a user can locate a user interface element using the tactile guide.

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